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Mr Gregory Sutherland
Marketing & Customer Experience
Australia Post
GPO Box 1777
Melbourne
Victoria
3001
Australia

18 September 2014

Dear Mr Sutherland,

I would like to send several letters to a friend who will arrive in Sydney shortly and who does not yet have an address there. Therefore I would like to address my letters to her at a **Poste Restante** address in Sydney.

Unfortunately, I could not find any information on the **Poste Restante** service of Australia Post on the Australia Post website (<http://auspost.com.au/>). All information about **Poste Restante** that is given there - for example in section 1.7 on page eight of the International Post Services Guide of May 2013 - pertains to **Poste Restante** as it may be used for mail items that are sent from Australia to addresses outside Australia. And the Letter Products and Services Guide suggests - in section 9.1.6 on page forty five - that even the term **Poste Restante** is not used in Australia's domestic postal service, but mentions only 'counter mail delivery' and 'for collection at a post office', but not as recognised, designated terms for a defined service of that nature. The only other place where I found the term **Poste Restante** on the Australia Post website is on page one in the flyer Barcode Hints Tips that is made available there in the form of a portable electronic document. This flyer merely lists **Poste Restante** among various other terms of postal terminology that may be used in unspecified places somewhere in the world.

The questions to which I have sought answers on the Australia Post website are these:

How may I address a **Poste Restante** letter for an addressee in Sydney?

I. e.: (1) To which post office in Sydney, at which address, should the letter be sent?

(2) How should the address be laid out on the envelope?

If you could kindly give me this information, I would be delighted. Furthermore, please also let me know whether a registered letter may be sent to a **Poste Restante** address in Australia.

I look forward to receiving your valued response to my enquiry. Meanwhile I remain with many thanks for your friendly attention.

Yours sincerely,

I. Porada